Customer Service Population Analysis   **EXAMPLE 2**
Program Name: Human Services
(copy additional forms as needed)

CATEGORY	Step 1 Eligible population likely to be encountered in service area .		Step 2 Eligible population served in service area in most recent calendar or program year.		Step 3 Variance
	Number	**Percent (%) (a)**	**Number**	**Percent (%) (b)**	(b)-(a)
TOTAL eligible population in service area	160971	100%	16680 (a)	100% (a)	N/A
White	151101	93.9	14114 (b)	84.6 (b)	N/A
African American or African origin	1172	Com-bined Number: 9870	6.1	407	Com-bined Number: 2566 (b)	15.4 (b)	9.3
American Indian or Alaska Native	3160		251	
Asian	4004		916	
Native Hawaiian or other Pacific Islander	163		18	
More than 1 race	1570		302	
Hispanic/Latino regardless of race	3207		672	
Females	80686	50.1	8574	51.4	1.5
Persons with Disabilities	18687	11.6	NA		

(a) is the total of (b) + (b)